**To Whom It May Concern**

**Resume of Daffodil T. Pahilanga**

Daffodil T. Pahilanga Email: pahilangadaffodil@yahoo.com

10 Berkley Court Mobile: 0414-647-010

Endeavour Hills, 3802 Date of birth: 21 July 1991 **Education & Training QualificationsCollege Level**Degree Bachelor of Science in Nursing

Level 3rd year Level

School Colegio San Agustin-Bacolod, Bacolod City

Philippines**Secondary School Level**School Jose B. Cardenas Memorial High school,

Canlaon City, PhilippinesDate Graduated April 2008

**Other Qualifications, Duties, and Experience**

• Customer Service Representative (6 years)

• Doing SME (Subject matter Expert) work after 1year in the production

• Basic Microsoft Excel

• Been a floor support (FS) with the new hires.

• Basic Microsoft Word

**Languages / Dialect Spoken** English, Tagalog, Cebuano, Hiligaynon

**Previous Employment History**

**Customer Service Representative, 02/2013 to 02/2015**

**SUPERVISOR’S  GROUP, QUALFON INC.**

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**Customer Service Representative, 04/2015 to 11/2018**

**ANTHEM GA,HEALTH INSURANCE- TELETECH INC.**

• Doing SME work after 1year in the production

• Been a floor support (FS) with the new hires.

• Respond to questions and concerns about service, and escalate calls properly.

• Resolved issues in a claim call and benefit call.

**Customer Service Representative, From 11/2018 to 8/31/2019**

**BGCOMM Contact Solutions Inc.**

**SALES ASSOCIATE**

• Forex Account-January to February 2019

• CGX1 AND CGX2-March to June 2019

• Merchant Cash Advance (MCA)- JUNE TO AUGUST 2019

Many people, whom I have worked with, have commended me for my professionalism and communication skills as well as showing a willingness to learn and complete all tasks assigned to me.I understand that you may receive a large number of applications for the advertised position, but I do believe that my motivation, commitment and pre-existing skills will allow me to fit into your work environment, and immediately start supporting the needs of your organization.I would appreciate the opportunity to meet with you, to discuss my application at an interview.

REFEREE:Heidi DuranJob Training InstituteDandenong, VictoriaMob. number : 0401-129-931Email: girlashes70@yahoo.com.au

Mr. Bruce Robert DustingArmalert SecurityMob. number : 0414 150 985

Email: admin.armsec@bigpond.com